

## Intermediate Low Vision Clinic



### Proudly Serving Veterans Since 2008

Since 2008 the Sioux Falls VA Health Care System Intermediate Low Vision Clinic has served Veterans from South Dakota, northwestern Iowa, and southwestern Minnesota.

Dr. Bobette Greenfield, Barb Parlman, Chantel Ostrem, and Anna Perry our VIST Coordinator, welcomed Gina Altstadt to our team in 2016. Gina will schedule your appointments on the phone, or you'll find her in Room 148 ready to check you in and guide you through your time with us. We are thankful our volunteer, Larry Kokenge, continues to share his time and talents with us several days a week. We embrace the I CARE core values (Integrity, Commitment, Advocacy, Respect, and Excellence) established by the Department of Veterans Affairs and are committed to providing the very best care for each of our Veterans.

We also continue to focus on Veteran satisfaction, expanding our videoconferencing program and same day or timely access for Veterans. We strive to provide excellent service to both Veterans and our other stakeholders. Our team uses several methods to assess Veteran and stakeholder satisfaction. Please refer to Page 4 for survey results. Our commitment to you is to continually improve services, encourage feedback, and to serve the community.

#### Phone

605-336-3230

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extension 95924

#### Inside this issue:

STAFF	2
GOALS	2
STRATIGIC PLAN	3
CLINIC STATICS	3
COMMON DIAGNOSES	3
WHAT YOU SAID	4
DID WE HELP?	4

#### ***Mission-***

***To improve the quality of life of visually impaired Veterans by maintaining their desired level of independence.***

#### **We are on the Web**

[http://www.sioxfalls.va.gov/services/LOW\\_VISION\\_CLINIC.asp](http://www.sioxfalls.va.gov/services/LOW_VISION_CLINIC.asp)



## LET'S TALK ABOUT YOUR GOALS –

Our goal for you is for you to be as independent as you wish. One of the first things we will ask you to do in the Low Vision Clinic is to think about **your** goals. In other words, what are the things you really want to be able to do but can no longer do because of your vision loss. These will be your goals. Your goals should be things YOU want to do - not what others want you to do. With our help, along with special devices (like magnifiers, reading machines, telescopes, and TV glasses to name a few), special techniques, and, of course, hard work, you will learn new ways to meet your goals. Here are examples of some goals Veterans have identified:

Read  
Write  
Recognize people  
Shop  
Use my cell phone  
Find a plug-in  
Do my book work  
Cross the street safely  
Read a menu  
Identify money  
Read a recipe  
Watch TV  
Watch a movie with my family  
Read signs  
Read a bus schedule  
See the elevator buttons  
Drive. . . Many Veterans tell us they want to be able to drive again. Please know we do not issue drivers licenses' nor do we take them away. We will, however, advise you regarding your safety and the safety of others depending on your visual ability and state license requirements.

A dream  
becomes a goal  
when action is  
taken toward  
achieving it...

### *Our Staff*

#### *Low Vision Optometrist*

*Bobette Nale-Greenfield, BS,  
BA, OD*

#### *Low Vision Therapy*

*Barbara Parlman, COT*

#### *Occupational Therapy*

*Chantel Ostrem, MS,  
OTR/L, CLVT*

#### *VIST Coordinator,*

#### *Social Worker*

*Anna Perry, CSW-PIP*

#### *Program Support*

*Gina Altstadt*

#### *Volunteer*

*Larry Kokenge*

## WE HAVE GOALS TOO – OUR STRATEGIC PLAN

1. All Veterans seeking Intermediate Low Vision Clinic services will have access to care.
2. To achieve scores of 100% Veteran satisfaction with services received from the ILVC.
3. The ILVC will utilize the VFQ-20 pre and post service to assess effectiveness
4. To achieve 100% business partner satisfaction
5. Increase videoconferencing technology
6. Establish Computer Access Technology Committee for establishment and review of best practice guidelines for local computer access technology services
7. Optimizing use of low vision devices dispensed to Veterans



What this means is we are here for you and will do what it takes to help you reach your goals. To measure your satisfaction with us and the program, we ask you to participate in a customer satisfaction survey called uSPEQ. You can drop your completed survey in a box located in the clinic, or you can mail it in a stamped, addressed envelope. With a phone call, using the VFQ or Visual Functional Questionnaire, we ask you to rate the difficulty you have doing certain tasks before and after the program. Both of these tools help us assess our effectiveness and make improvements in programing. This is provided at the time of your scheduled appointment with the team.

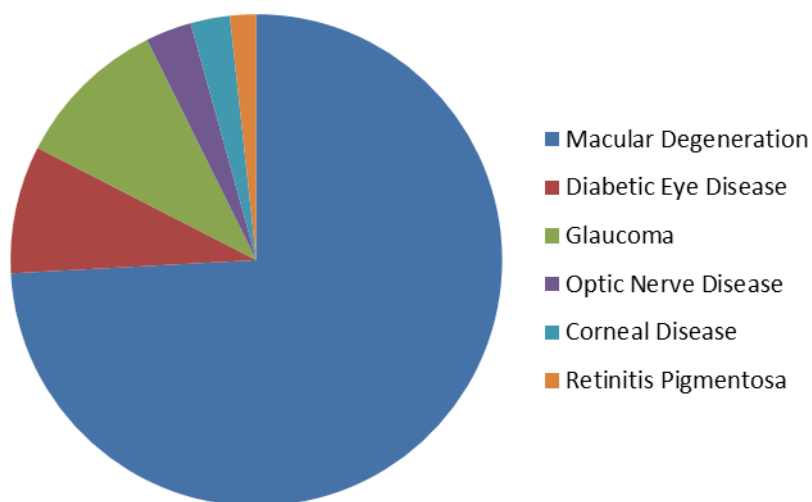
## 2016 Program Statistics

Number of Unique Veterans Served = 201

Total Number of Clinic Visits = 528

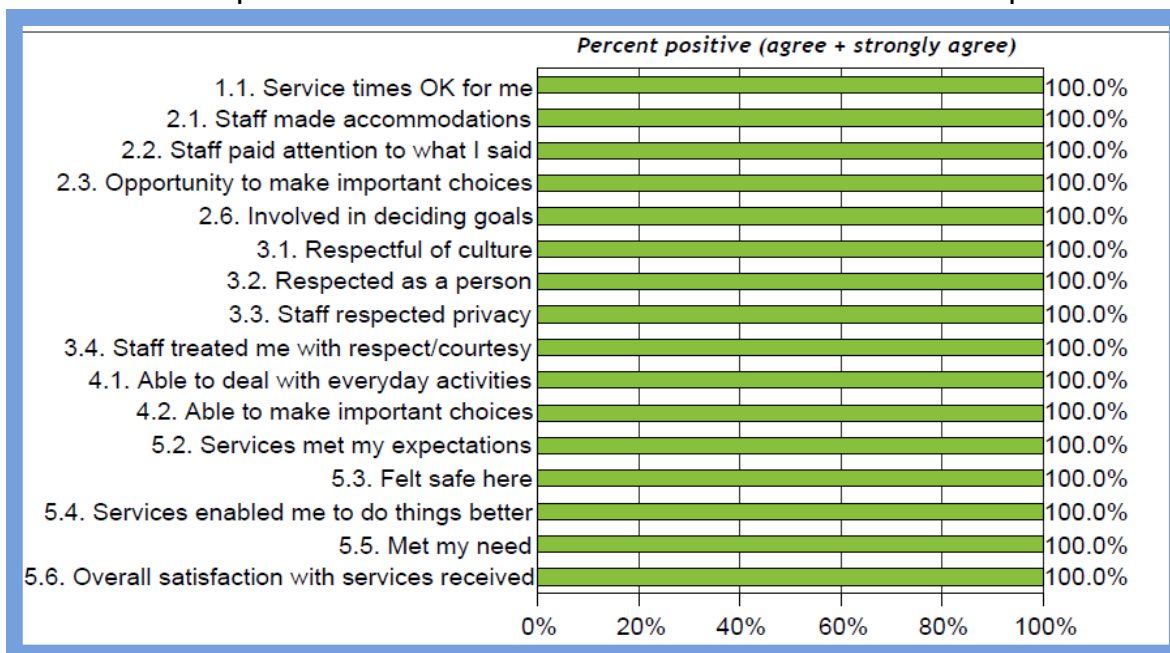
Age Group	# of Veterans
18-39	2
40-59	9
60-69	20
70-79	26
80-89	96
90-99	48

### Common Diagnosis



## WHAT YOU SAID ABOUT US!

uSPEQ is a 32-question consumer satisfaction survey used to measure results of your experience with the Low Vision Clinic. For the 4th quarter of 2016, the Sioux Falls Low Vision Clinic scored 100% on 21 of the questions. For 2016 we scored 95% or better on 25 of 32 questions. Below are some of the results from 4th quarter.



- \* “The Low Vision Clinic is wonderful and everything they gave me is so helpful. I appreciate everything that you have done for me.”
- \* “They did a terrific job for me down there.”
- \* “I’m very pleased! You guys are doing such a nice job, it is like heaven.”
- \* “You have been wonderful! I am using everything that I got there.”
- \* “Excellent care and equipment. I use my CCTV daily.”
- \* “I’m using my devices all the time. I especially enjoy the big reader and the talking books.”